

OFFICIAL



Australian
BORDER FORCE

Session B2 – DIY Digital Customs – Empowering Officers to Build Solutions

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The importance of innovation to the ABF

It helps us grow, adapt and stay ahead

Increased staff engagement and retention

Higher productivity and performance

Increased stakeholder satisfaction

Enhanced decision-making and problem solving

How the ABF has encouraged innovation

Innovation Toolkit

- Resources provided to managers to lead innovation within teams

Innovation Month

- A dedicated month each year focusing on innovation

Awards & Informal Recognition

- Innovation month culminating in informal and formal awards

ABF Nexus Air Cargo Production Pilot

ABF Nexus for air cargo examinations, a low/no-code approach

Initial discovery phase involved on-site observations

Extensive stakeholder engagement

On-the-ground support model implemented

Outcomes informing transition from pilot to potential national rollout

Quantitative and qualitative feedback positive



ABF Nexus Air Cargo Production Pilot

Lessons learned

Early discovery matters

Genuine engagement with end users

Deliver early and iterate often

Plan for integration complexity

Support drives success

Thank you